Oracle® Real-Time Decisions Applications

Release Notes

Version 2.2.1

E12183-01

May 2008

Oracle Real-Time Decisions (Oracle RTD) Applications provide decision support solution modules for you to incorporate into your business applications.

These release notes describe known issues and workarounds for Oracle RTD Applications Version 2.2.1.

For information about installing Oracle RTD Applications, consult the following manuals:

- *Oracle Real-Time Decisions Base Application Installation and Reference Guide*

- *Oracle Real-Time Decisions for Siebel E-Commerce Installation and Reference Guide*

- *Oracle Real-Time Decisions for Siebel Intelligent Offer Generation Installation and Reference Guide*

These manuals are available on the Oracle RTD Applications DVD ROM and from the Oracle RTD Applications Documentation Web site:

http://www.oracle.com/technology/documentation/rtd_apps.html

The following list describes the sections of this document:

- Section 1, "How to Use These Release Notes"

- Section 2, "General Issues and Workarounds"

- Section 3, "Documentation Accessibility"

1 How to Use These Release Notes

These release notes are updated periodically as new information becomes available. To ensure that you are reading the latest version of the release notes, check the Oracle RTD Applications Documentation Web site:

http://www.oracle.com/technology/documentation/rtd_apps.html

2 General Issues and Workarounds

This section describes general issues and workarounds for Oracle RTD Applications. It contains the following topics:

- Section 2.1, "Certification Information"

- Section 2.2, "Oracle RTD for Siebel Intelligent Offer Generation Issues"

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2.1 Certification Information

For the latest certification information, which supersedes that in the Oracle RTD Applications documentation, refer to *System Requirements and Supported Platforms for Oracle Real-Time Decisions Applications* for Version 2.2.1, available on the Oracle RTD Applications Documentation Web site at:

http://www.oracle.com/technology/documentation/rtd_apps.html

2.2 Oracle RTD for Siebel Intelligent Offer Generation Issues

This section contains the following topics:

- Section 2.2.1, "Account Summary (RTD) View Does Not Update Properly on Activity Write"
- Section 2.2.2, "Contact Summary (RTD) View Does Not Update Properly on Activity Write"

2.2.1 Account Summary (RTD) View Does Not Update Properly on Activity Write

This issue applies only to Intelligent Offer Generation installed on Siebel 8.1.

In the Account Summary (RTD) view of Siebel Customer Relationship Management, upon the creation and saving of a new activity record in the Activities list applet, the Retention Applet and Intelligent Offers applets are not being updated as expected.

The workaround is to add the following Applet Server Script to the Account Activity List Applet (RTD):

```
function WebApplet_InvokeMethod (MethodName)
{

switch (MethodName)
   {
   case "WriteRecord":
      var applet = this;
      var currBO = this.BusObject();
      var currBOName = currBO.Name();
      var IntOfferBC = currBO.GetBusComp("RTD Intelligent Offers (B2B)");
      var RtnActBC = currBO.GetBusComp("RTD Retention Actions (B2B)");
      if (IntOfferBC )
      {
          IntOfferBC.ClearToQuery();
          IntOfferBC.ExecuteQuery(ForwardBackward);
          IntOfferBC.FirstRecord();
      }
      if (RtnActBC)
      {
          RtnActBC.ClearToQuery();
          RtnActBC.ExecuteQuery(ForwardBackward);
          RtnActBC.FirstRecord();
      }
      break;
}

}
```

2.2.2 Contact Summary (RTD) View Does Not Update Properly on Activity Write

This issue applies only to Intelligent Offer Generation installed on Siebel 8.1.

In the Contact Summary (RTD) view of Siebel Customer Relationship Management, upon the creation and saving of a new activity record in the Activities list applet, the Retention Applet and Intelligent Offers applets are not being updated as expected.

The workaround is to add the following Applet Server Script to the Contact Activity List Applet (RTD):

```
function WebApplet_InvokeMethod (MethodName)
{
switch (MethodName)
    {
    case "WriteRecord":
        var applet = this;
        var currBO = this.BusObject();
        var currBOName = currBO.Name();
        var IntOfferBC = currBO.GetBusComp("RTD Intelligent Offers (B2C)");
        var RtnActBC = currBO.GetBusComp("RTD Retention Actions (B2C)");
        if (IntOfferBC )
        {
            IntOfferBC.ClearToQuery();
            IntOfferBC.ExecuteQuery(ForwardBackward);
            IntOfferBC.FirstRecord();
        }
        if (RtnActBC)
        {
            RtnActBC.ClearToQuery();
            RtnActBC.ExecuteQuery(ForwardBackward);
            RtnActBC.FirstRecord();
        }
        break;
}

}
```

3 Documentation Accessibility

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